Countdown to the Phone Upgrade

FRIDAY:

1. Label your phone with your extension
2. Listen to all your voicemails before you leave work on Friday
3. Delete all old and saved voicemails that you do not need - you may lose them - by the end of Oct 3rd.
4. Make a note of all voicemails you save so you have the messages in case they do not transfer in the upgrade.

SATURDAY AND SUNDAY:

The phone system will be down for a period of time this coming weekend. It is unknown how long it will impact the service at each department. If your department has hours of operation on Saturdays and Sundays where patrons and clients expect to reach you by phone, there will be an interruption of service. This also means that you cannot call out. Please plan accordingly for this. If the phone is not working, neither is voicemail or call forwarding. If someone calls your department, they will get a busy signal.

MONDAY:

1. Log your phone into the system
    a) Press the Login button if not prompted to enter extension.
    b) Enter your extension and press the Next button.
    c) Enter security pin 2580 and then press the Done button.

2. Create and new voicemail password

There are two ways to access voicemail, use the message button on your phone or use the short code *17 from any phone or remotely. To prevent anyone from accessing your voicemail you should create a voicemail password.

After the upgrade is completed everyone's default voicemail password will be the # sign.

To set up a new password follow these steps:
    a) On your phone press *17
    b) Enter your extension then #   [i.e. 4020#]
    c) Enter password (which now is #) then #   [i.e. ##]
    d) The system will now prompt you to create a new password. Follow the prompts. Remember, this will now be your password for accessing voicemail from both the message button on your phone and remotely via *17.

3. Re-store your personal greeting
    a) On your phone enter *17
    b) Enter your extension and password
    c) Press 3 then 3 again.
    d) Assuming your personal greeting is number one (which is the default unless you have set up multiple greetings) press 1 to activate your personal greeting.

Note - if you get lost in the menu's start over and at step 3 just press 3 once and follow the prompts.